

**Town of Natick
Job Description**

Position Title:	Director of Human Resources	Grade Level:	5
Department	Human Resources	FLSA Status	Exempt
Reports to:	Town Administrator		

Statement of Duties: Employee in conjunction with the Town Administrator and Personnel Board is responsible for the development and administration of Town wide Human Resource policies including labor relations, employee health benefits, recruitment and training and the classification and compensation of positions as well as the provision of personnel benefits. Employee is required to perform all similar or related duties.

Supervision Required: Employee under the administrative direction of the Town Administrator works from organizational policies and objectives, establishing short-range plans and objectives, personal performance standards, and assumes direct accountability for department results. Employee consults with supervisor only where clarification, interpretation, or exception to organizational policy may be required. The employee exercises control in the development of departmental policies, goals, objectives, and budgets. The employee is also expected to resolve all conflicts that arise and coordinate with others as necessary.

Supervisory Responsibility: The employee is responsible for the direct supervision of a major department, including service delivery, training, evaluating and disciplining of subordinates, and budget development and control consisting of one full-time employee who work at the same location and the same work schedule. The employee hires, disciplines, and evaluates personnel performance and recommends the termination of employees when necessary to the Town Administrator. The Director also operates as a consultant to all Department Heads in regard to Human Resource issues.

Accountability: Duties include *department level responsibility* for technical processes, service delivery, and contribution to municipal wide plans and objectives and fiscal responsibility for the department including buildings, equipment and staffing utilization. Consequences of errors, missed deadlines or poor Judgment could severely jeopardize department operations or have extensive financial and/or legal repercussions and adverse public relations to the municipality.

Judgment: Work is performed based on administrative or organizational policies, general principals, legislation, or directives that pertain to a specific department or functional area. Extensive judgment and ingenuity are required to develop new or adapt existing methods and approaches for accomplishing objectives or to deal with new or unusual requirements within the limits of the guidelines or policies. The employee is recognized as the department or functional area's authority in interpreting the guidelines, in determining how they should be applied, and in developing operating policies.

Complexity: Work consists of employing many different concepts, theories, principles, techniques, and practices relating to an administrative field. Assignments typically concern such matters as studying trends in the field for application to work; assessing services and

Human Resources Department
Director of Human Resources
7/29/14

Town of Natick Job Description

recommending improvements; planning long range projects; devising new techniques for application to the work, recommending policies, standards or criteria.

Confidentiality: Employee has access to department-wide confidential information including collective bargaining, law suits and employee records.

Work Environment: The work environment involves *everyday discomforts typical of indoor environments such as office settings*, with *infrequent exposure to outside elements*. Noise or physical surroundings may be distracting, but conditions are generally not unpleasant. Employee is required to work beyond normal business hours to attend evening meetings.

Nature and Purpose of Contacts: Employee has constant interaction with co-workers, the public and with groups and/or individuals who have conflicting opinions or objectives, diverse points of view or differences where skillful negotiating and achieving compromise is required to secure support, concurrence and acceptance or compliance; or one-on-one relationships with a person who may be under severe stress, where gaining a high degree of persuasion may be required to obtain the desired effect. The employee may represent to the public a functional area of the organization on matters of procedures or policy where perceptiveness is required to analyze circumstances in order to act appropriately.

Occupational Risks: Occupational risk exposure to the employee in carrying out essential functions is similar to that found in typical indoor or office settings.

Essential Functions:

The essential functions or duties listed below are intended only as illustrations of the various type of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

- Oversees and participates in the development and provision of personnel services including recruitment, compensation, classification of positions and the provision of benefits to employees and retirees.
- Responsible for maintaining effective employee working relations.
- Represents the Town in the negotiation of collective bargaining agreements; conducts independent research as required.
- Ensures that the Town is in compliance with all local, state and federal personnel laws, rules and regulations including ADA, civil rights and FLSA, COBRA, FMLA, CORI, etc.
- Works in conjunction with the Town's Worker's Comp agent to ensure compliance.

Human Resources Department
Director of Human Resources
7/29/14

Town of Natick Job Description

- Attends MMPA meetings as required.
- Develops and implements a wide range of employee training programs.
- Serves as the Town's liaison to the Employee Assistance Program (EAP).
- Oversees the administration of employee unemployment services.
- Conducts employee personnel grievances at the second step of grievances.
- Provides administrative support to the Town's Personnel Board.
- Serves on the Town's Senior Management Committee.

Recommended Minimum Qualifications:

Education and Experience: or any equivalent combination of education, training and experience which provides the required knowledge, skills and abilities to perform the essential functions of the job.

- Bachelor's Degree and more than ten (10) years of work experience in the personnel field; or any equivalent combination of education, training and experience which provides the required knowledge, skills and abilities to perform the essential functions of the job.

Special Requirements:

- Valid Massachusetts Driver's License
- Professional certification from national personnel manager organizations is desirable

Knowledge, Abilities and Skill

Knowledge:

- Knowledge of local, state and federal personnel laws and regulations pertaining to municipal employees; knowledge of city department operations and services.
- Knowledge of accepted personnel practices and procedures regarding the classification of positions and compensation of employees.
- Knowledge of civil rights and discriminatory laws and regulations.
- Knowledge of worker's compensation regulations and employee benefits.

Human Resources Department
Director of Human Resources

7/29/14

Town of Natick Job Description

Abilities:

- Ability to supervise employees; ability to develop, implement and monitor the effectiveness of a wide range of personnel services.
- Ability to work effectively with confidential information.
- Ability to work effectively with disgruntled employees.

Skill:

- Excellent work ethic.
- Excellent written and oral communication skills.
- Excellent personal computer hardware and software programs including word processing and spread sheet applications.

Physical and Mental Requirements

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the position's essential functions.

Physical Skills:

- Little or no physical demands required to perform the work.
- Employee is required to lift, push or pull office equipment up to 30 lbs.

Motor Skills:

- Duties require minimal motor skills for activities such as moving objects, operating a telephone, personal computer and/or most other office equipment.

Visual Skills:

- Employee is required to constantly read documents for general understanding and analytical purposes.

This job description does not constitute an employment agreement between the employer and the employee, and is subject to change by the employer, as the needs of the employer and requirements of the job change.

Human Resources Department
Director of Human Resources
7/29/14